

ENHANCING KEY SKILLS FOR ADMINISTRATIVE PROFESSIONALS



COURSE OVERVIEW

The role of administrative professionals is vital in every organization. They help to ensure smooth running of meetings and events, solve problems along the way, and in doing so, utilize the current office technology for optimum productivity as well as educating others around them.

This two-day workshop will focus on building four key competencies needed by today's administrative professionals - meeting and event preparation and coordination, problem solving skills & continuous improvement, managing office technology and educating others and delegation.

OBJECTIVES

- Apply project management concepts in managing and coordinating non-routine/special events and meetings
- Facilitate effective meetings from constructing agenda to minutes taking
- Use various tools such as Pert Chart, Gann Chart, Mind Maps, Affinity Diagrams and brainstorming techniques to generate ideas and facilitate executions
- Manage office technology namely projectors, laptops, Power Points and iages to ensure smooth coordination of meetings involving presentations and briefings.

COURSE OUTLINE

- Module 1: Meeting/Event Preparation and Coordination
- Module 2: Problem-Solving Skills and Process Improvement
- Module 3: Managing Office Technology
- Module 4: Educating Others and Delegation

TARGET AUDIENCE

Employees in the support and supervisory functions including secretaries, personal assistants, supervisors, team leaders, executives and managers.

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